

ERSKINE STEWART'S MELVILLE SCHOOLS



Job Description

Sports Club General Manager

Purpose of Job

The Sports Club General Manager will manage the ESM Sports Club all year round and contribute to the School's Sport and Extra-Curricular provision during term-time.

Accountability

The Sports Club General Manager will report to the Head of Commercial with secondary reporting to the Director of PE and Sport.

Authority and Direct Reports

The Sports Club General Manager will manage the Sports Club team which includes the Deputy Manager, Duty Supervisors, Leisure Attendants, Swimming Teachers and other casual staff.

Key Relationships

The Sports Club General Manager will liaise with a range of internal and external stakeholders and clients whilst also working closely with the Commercial, PE and Sports, Estates and Facilities, E-Plus and Marketing Teams.

Extra-Curricular Activities

The post holder is expected to:

- Play a full and active part in the extra-curricular life of the school

The Post:

Key Responsibilities:

Vision and Values

- Promotion of ESMS values of Kindness, Confidence, Resilience, Integrity, and Curiosity in all aspects of the role.
- Promotion of role modelling behaviours that align with the three school pillars of Ambition, Innovation, and Community.
- Fostering an environment that supports the development of these values among students and staff.

Working with Others

- Compliance with all ESMS policies and procedures
- Treating people fairly, with dignity and respect to maintain a positive school culture

- Ensure effective planning, delegation and support of the team in their responsibilities
- Developing a culture of high expectations for all and taking action when performance does not meet expectations
- Taking responsibility for personal development, both personally and of team members.

Community

- Building and maintaining positive relationships with parents and the wider ESMS community
- Communicating clearly with parents and carers to engender a climate of mutual respect
- Working in collaboration with other independent schools to promote effective initiatives and share good practice.

Safeguarding

- Adhering to the principles and guidelines of “Getting It Right For Every Child” (GIRFEC) to ensure every child receives timely and appropriate support with their welfare as paramount.

Supporting the leadership of the Schools/ Duties and Responsibilities

Manage the team of Deputy Manager, Duty Supervisors, Leisure Attendants, Swimming Teachers and other casual staff to effectively run the Sports Club, always ensuring smooth business operation.

1. Operational Oversight
 - Oversee the co-ordination of the scheduling of all bookings to make sure the site is well managed and not over-crowded while maximising revenue.
 - Manage the Sports Club Membership Class timetable.
 - Manage the school holiday sports programme alongside the Commercial Operations Manager. This includes lifeguard courses, swimming lessons and holiday camps.
 - Work as the Duty Manager in the Sports Club whenever needed.
 - Lifeguard the swimming pool when necessary, while keeping own training up to date and managing the training of all other lifeguards at the Sports Club.
 - Manage the booking agreements, payment plans and risk assessments for all hirers, ensuring payments are made in a timely manner and all groups use the site safely.
 - Alongside the Estates and Facilities Team, make sure all facilities and equipment are safe to use and presentable for all visitors and maintain the security of the buildings.
 - Ensure safe and effective induction and use of the Fitness Suite by ESM Staff, Students and Sports Club members.
 - Liaise with the HR team to recruit Sports Club staff and ensure full compliance with safeguarding legislation.
 - Lead on the after-school wrap-around Sports Programme and contribute to sessions on Games afternoons
2. Health & Safety Responsibilities
 - Ensure compliance with all Health & Safety regulations, including risk assessments, risk assessments, emergency procedures and routine inspections
 - Conduct staff training on Health & Safety policies and procedures
 - Work with the Compliance Manager and Estates & Facilities to ensure all equipment and facilities meet safety standards

- Act as the Health & Safety lead within the Sports Club, overseeing accident reporting and ensuring corrective actions are implemented
3. Strategic & Business Growth Responsibilities
 - Develop and implement commercial revenue strategies, ensuring alignment with overall school financial objectives.
 - Identify and develop new revenue streams
 - Work closely with the Head of Commercial to analyse market trends, competitors, and emerging business opportunities to drive long-term growth.
 4. Marketing & Client Engagement
 - Lead on the marketing strategy for the Sports Club and its facilities to generate business and grow the membership base.
 - Manage relationships with key clients and partners to maximise customer satisfaction and repeat business.
 - Identify and attend networking events and trade shows to build brand awareness and attract new commercial opportunities.
 - Develop and implement customer engagement strategies to enhance member experience and retention
 - Manage member complaints and resolve issues to maintain high levels of customer satisfaction
 5. Financial Management & KPIs
 - Monitor financial performance against agreed income targets, ensuring commercial activities meet budget expectations.
 - Provide monthly financial reporting on event revenue, expenditure, and cost-saving initiatives.
 - Ensure accurate forecasting and cost control, liaising with Finance to manage budget allocations effectively.
 - Develop performance KPIs for commercial operations and ensure all activities align with income targets.
 6. Team & People Management
 - Line manage the Sports Club team which includes the Deputy Manager, Duty Supervisors, Leisure Attendants, Swimming Teachers and other casual staff.
 - Support the professional development of the Sports Club team, ensuring they gain experience in all areas of the Sports Club business.
 - Establish a performance-driven culture within the team, focusing on customer service excellence and continuous improvement.
 7. Technology & Digital Innovation
 - Manage digital booking systems and customer engagement platforms
 - Utilise data analytics to enhance Sports Club operations, revenue tracking, and customer engagement.

Person Specification

	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> • Previous Sports Club management experience 	<ul style="list-style-type: none"> • Previous experience of working with young people

	<ul style="list-style-type: none"> • Previous line management experience • Previous financial management experience • Previous experience of customer service excellence, presenting, financial planning, budgetary control and reporting and supplier management 	<ul style="list-style-type: none"> • Previous marketing experience, including the development of marketing materials and campaign experience
Education/Qualifications	<ul style="list-style-type: none"> • National Pool Lifeguard Qualification 	<ul style="list-style-type: none"> • Pool and Spa Operators Qualification • Sports Coaching Certificate or Qualification
Skills/ Abilities/ Capabilities	<ul style="list-style-type: none"> • Computer literacy, advanced user of Microsoft Office • Excellent interpersonal and communication skills with an ability to handle sensitive and confidential information • Experience in establishing effective professional working relationships with a range of internal and external stakeholders • Strong planning and organisational skills with the ability to meet deadlines whilst working with conflicting demands • Ability to work independently and as a member of a team • Accuracy and strong attention to detail 	

Personal Attributes	<ul style="list-style-type: none"> • Workplace flexibility and willingness to adapt and change with regards to how and when work is progressed 	
Other Requirements	<ul style="list-style-type: none"> • Hold a current UK driving license and have access to own car 	

Personal Qualities

- Boundless energy and resilience to allow challenges to be viewed as opportunities
- Dealing with every situation calmly and professionally
- Strong commitment to seeing and bringing out the best in students
- A desire for fairness, dignity, and respect in every interaction
- Excellent oral and written communication skills
- Excellent self and time-management skills
- Active listening and authenticity
- The highest level of personal integrity
- Ability to deliver constructive feedback.

Leading and Managing

- Leads from the front and by example
- Coaching style of leadership
- Has courage and flexibility to identify and implement change effectively
- Has sound budget management skills
- Plans, prioritises, organises and delegates
- Has strong analytical skills
- Ensures School compliance with applicable legal and regulatory requirements.
- Undertakes School evaluation
- Implements diversity, inclusion and access strategies.

Development of Self and Empowerment of Others

- Appreciates the impact of change on the school and individuals
- Challenges, influences and motivates others
- Nurtures professional interpersonal relationships with staff and students
- Develops individuals' capabilities
- Empowers and sustains an effective team
- Uses courage, care and curiosity to deal with conflict.

REMUNERATIONS AND OTHER CONSIDERATIONS

As an equal opportunities employer, ESMS is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief,

gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join ESMS.

- The post** This is a permanent, full-time position available immediately (subject to satisfactory pre-employment checks).
- Hours** The hours of work will be variable dependent on business needs, on a schedule of 5 out of 7 days, with 45 minutes unpaid for lunch/dinner. The postholder will be contracted for a total of 40 hours per week. The postholder must be prepared to be flexible with regards to working hours and be capable of adjustment to events and demands. Evening and Weekend work will be required. There is entitlement to a free school lunch during term time.
- Salary** The salary grade is between £41,496 to £43,950 (Points 31-33 on the ESMS Sports Club Scale)
- Holiday** Entitlement is to 30 days' annual holiday leave plus 10 days' statutory holiday when the schools are closed. The Schools holiday year runs from January to December.
- Location** The postholder will work across both the Ravelston and Queensferry Road sites.
- Eligibility** ESMS is unable to sponsor the employment of international workers in this role. International applicants will therefore be unable to apply for and secure a Skilled Worker visa. The successful candidate will only be able to take up this role if they can demonstrate an alternative right to work in the UK.
- Pension** Candidates will be enrolled automatically into the Merchant Company Stakeholder Pension Scheme.

The closing date for applications is Friday 18th April 2025. We anticipate interviews will be held week commencing 28th April 2025.